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L1: Entry 1 of 1

File: JPAB

Dec 12, 1997

PUB-NO: JP409319812A

DOCUMENT-IDENTIFIER: JP 09319812 A

TITLE: CONSULTANT ASSIGNMENT SUPPORT METHOD FOR REMOTE CONSULTATION SYSTEM

PUBN-DATE: December 12, 1997

INVENTOR-INFORMATION:

NAME

TANIGUCHI, YOJI

MIZUNO, HIROTAKA

OMURA, MASATOSHI

TANIGAWA, YOSHINOBU

ASSIGNEE-INFORMATION:

NAME

HITACHI LTD

COUNTRY

N/A

APPL-NO: JP08156074

APPL-DATE: May 28, 1996

INT-CL (IPC): G06F 19/00; G06F 17/60

ABSTRACT:

PROBLEM TO BE SOLVED: To enable consultant with easy operation who is receiving a customer, to recognize consultation contents desired by the customer and quickly retrieve an expert consultant, who can deal with the customer.

SOLUTION: A management server 11 issues a consultation completion expected time report request to a terminal 162 for consultant at certain time intervals and acquires expected time data from a consultant by a means 112 and acquires actual work result of the consultant by a means 113 and stores them in an external memory 14 by means 143 and 145. The consultant who is receiving the customer, based on the consultation request (a field of consultation and a required time) of the customer from a terminal equipment for customer retrieves consultants in the management server 11 through a terminal 161, and the management server 11 displays information on consultants who can accept the consultation, on the terminal 161, based on a corresponding consultation field list 141, individual consultant data 142, consultation completion expected time data 143, a consultant schedule table 144, and consultant work actual result data 145, and the consultant who is receiving the customer selects a proper consultant and instructs connection between this selected consultant and the customer.

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L2: Entry 1 of 1

File: JPAB

Sep 5, 1997

PUB-NO: JP409233441A

DOCUMENT-IDENTIFIER: JP 09233441 A

TITLE: CONSULTING TERMINAL EQUIPMENT

PUBN-DATE: September 5, 1997

INVENTOR-INFORMATION:

NAME

SAKAI, ISAMU

ASSIGNEE-INFORMATION:

NAME

PFU LTD

COUNTRY

N/A

APPL-NO: JP08033265

APPL-DATE: February 21, 1996

INT-CL (IPC): H04N 7/14; G06F 13/00; G06F 17/60

ABSTRACT:

PROBLEM TO BE SOLVED: To allow a user to consult an expert without hesitation and to realize the proper consulting the expert by providing a display device or the like and adopting the configuration of interacting with a remote location while displaying output input information of consulting on the display device.

SOLUTION: This equipment is provided with a touch screen display device 10, a microphone 11, a speaker 12 and a handy television camera 13 with small in size and light in weight and consulting input output information is displayed on a touch screen display device 10. While video information from a remote location as required is being displayed on the touch screen display device 10, audio information inputted by the microphone 11 and the video information displayed by television camera 13 moved to a free position by the user are sent to a remote position and while the audio information sent from the remote location is outputted to the speaker 12, the conversation between an expert at the remote location and the user operating the terminal equipment is realized.

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Basic Patent (No,Kind,Date): JP 9319812 A2 971212 <No. of Patents: 001>

PATENT FAMILY:
JAPAN (JP)

Patent (No,Kind,Date): JP 9319812 A2 971212
CONSULTANT ASSIGNMENT SUPPORT METHOD FOR REMOTE CONSULTATION SYSTEM
(English)
Patent Assignee: HITACHI LTD
Author (Inventor): TANIGUCHI YOJI; MIZUNO HIROTAKA; OMURA MASATOSHI;
TANIGAWA YOSHINOBU
Priority (No,Kind,Date): JP 96156074 A 960528
Applic (No,Kind,Date): JP 96156074 A 960528
IPC: * G06F-019/00; G06F-017/60
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Language of Document: Japanese

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Basic Patent (No,Kind,Date): JP 9233441 A2 970905 <No. of Patents: 001>

PATENT FAMILY:

JAPAN (JP)

Patent (No,Kind,Date): JP 9233441 A2 970905
CONSULTING TERMINAL EQUIPMENT (English)
Patent Assignee: PFU LTD
Author (Inventor): SAKAI ISAMU
Priority (No,Kind,Date): JP 9633265 A 960221
Applic (No,Kind,Date): JP 9633265 A 960221
IPC: * H04N-007/14; G06F-013/00; G06F-017/60
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Language of Document: Japanese

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